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Mailstop Amendment
Commissioner for Patents
P.O. Box 1450
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on
April 11, 2005

Date of Deposit

John G. Rauch – Reg. No. 37,218

Name of applicant, assignee or
Registered Representative

Signature

4/11/2005

Date of Signature

Our Case No. 10022/225
Accenture ref. 01095-00/US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Missinhoun, Jean L.)
Serial No. 09/608,293) Examiner Boyce, Andre D.
Filing Date: June 30, 2000) Group Art Unit No. 3623
For SYSTEM AND METHOD FOR)
PROVIDING A MULTI-CHANNEL)
CUSTOMER INTERACTION CENTER)

RESPONSE

Mailstop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated January 11, 2005, reconsideration of the application is respectfully requested.

A Listing of the Claims begins on page 2 of this paper.

Remarks begin on page 7 of this paper.